

# National Association of County Veterans Service Officers



## Responsibilities And Professional Ethics

# The First Rule

- Hippocratic Oath
- **First, do no harm!!!!**

# Public Persona

- You have the “public trust”
- You will be seen as the “savior”
- Perception is reality
- Be honest -maintain personal integrity

# In Your Office

- Generally you have a great deal of autonomy
- Subordinate to “someone”
- Remember – clients are the reason you are there

# Claims

- File the claim - NOW
- Desk drawers = BAD IDEA
- Help your veteran - get the evidence, docs, etc
- Don't make promises or predictions

# Legalities

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- Malfeasance
- Misfeasance
- Negligence

# Malfeasance

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Illegal or unethical conduct, beyond the bounds of simple negligence

# Misfeasance

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Negligence, incompetence, or improper performance of a legal act



# Negligence

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Failure to perform or complete neglect  
of legal or contractual duty

# Other Potential Problem Areas

- Negligence in Claim Filing
- Breach of confidentiality
- Insubordination
- Misdirection of Assistance

# More Potential Problem Areas

- Conflict of Interest
- Private Business - County Time
- Theft in Office - Funds and/or Time
- Culpability in Fraud
- Travel Charges
- Time Sheet Accountability
- Misuse of government property/credit card